
Department of Social Services

Broadway State Office Bldg.

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Established in 1974, the Missouri Department of Social Services includes four agencies that previously operated social programs under separate administrations. This "umbrella" structure combines the efforts of related agencies and promotes a cooperative approach toward delivering social programs to Missourians in need.

The department works to ensure the health and safety of children, to help parents and caregivers provide nurturing homes, and to aid people in need of financial assistance reach their highest level of social and economic self-sufficiency.

The director of the Department of Social Services assumes a mandate to efficiently administer federal, state and local funds. The director also cooperates with private organizations, businesses, and individuals to extend the outreach of human services available to Missouri citizens.

Office of the Director

The director of the Department of Social Services is responsible for the overall administration of programs within the department except as otherwise provided by law. The director determines priorities for program implementation and has final approval for uses of state and federal funds appropriated to the department.

There are currently four administrative support divisions within the department: Budget and Finance, Information Services and Technology Division (ISTD), General Services and Legal Services.

There are four program divisions within the department responsible for policy formulation, organizing programs and facilitating service delivery. The directors of these divisions report to the department director. These divisions are: Child Support Enforcement, Family Services, Medical Services and Youth Services.



STEVE ROLING
Director



STEVEN E. RENNE
Deputy Director

The Human Resource Center (HRC) guides the overall human resources management system for the more than 8,500 employees within the department. The section is responsible for ensuring compliance with merit system rules and coordinating activities in the areas of labor relations, recruitment, selection, classification, compensation and training. HRC is also responsible for union negotiations and resolution administration as well as administering the employee grievance system.

Administrative divisions

The **Division of Budget and Finance** provides budgeting and financial support services to all divisions within the department. The responsibilities of the Division of Budget and Finance can be divided into the following major support areas: accounts payable, payroll, purchasing, receipts, audits, grants management, budget and planning.

The **Information Services and Technology Division (ISTD)** provides information technology services to all agencies within the department. This involves planning and coordinating all department data processing activities as well as development, maintenance and operation of the department's computer systems and a statewide telecommunications network.

The **Division of General Services** provides a variety of support services to all agencies within the department. Offices are located in Jefferson City, Kansas City, St. Louis and St. Louis County. The services include Homeland Security and Safety, operating service centers, building maintenance, mailing, warehousing, supply distribution, inventory control, telecommunications and capital improvements oversight.

The **Division of Legal Services** provides comprehensive legal support to all programs and support divisions in the Department of Social Services (DSS). The division represents the department, its divisions and the state, not individuals. The Division of Legal Services (DLS) is



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Assistant to the Director



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Assistant to the Director



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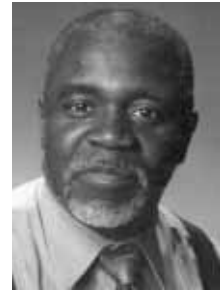
BRIAN KINKADE
Director
Division of Budget & Finance



DENNIS BAX
Director, Information Services &
Technology Division



AL GAGE
Director
Division of General Services



HARRY WILLIAMS
Director
Division of Legal Services

organized into four major sections: Litigation, Administrative Hearings, Investigations and State Technical Assistance Team.

The Litigation section represents the divisions of DSS before administrative tribunals and in the circuit and appellate courts. These cases relate to reimbursement of and sanctioning of Medicaid providers and collection of liens for medical services in personal injury cases and claims in probate estates on behalf of the Division of Medical Services; judicial review of administrative child support orders on behalf of the Division of Child Support Enforcement; placement of children under the care of the Division of Family Services (DFS), proceedings involving child abuse and neglect, licensure and revocation of foster homes, minor guardianships, permanency planning for children including, as appropriate, termination of parental rights and income maintenance issues all for DFS; legal services to the Division of Youth Services in restoring young people to leading lives as productive citizens; and, for all divisions, advice on contracts, personnel matters, and the reviewing and implementation of administrative regulations.

The Administrative Hearings is comprised of hearing officers who conduct hearings related to child support enforcement and public benefits under Chapters 208, 454, 536 and 660, RSMo.

[Administrative hearings include enforcing, establishing and modifying child support orders, to ensure the obligation to provide child support is current and reflects the parents' ability to provide financial and medical support to their children in accordance with Supreme Court Rule 88.01.] The Administrative Hearings Section also provides hearings to thousands of public assistance applicants and recipients as mandated by federal law. These due process hearings provide the forum for determining whether the denial or termination of public benefits was justified.

The Investigation Section is divided into four units: Welfare Investigations Unit, Medicaid Investigations Unit, Claims and Restitution Unit and General Assignment Unit. The Welfare Investigations Unit investigates fraud and abuse committed by public assistance recipients. The Medicaid Investigations Unit investigates fraud and abuse committed by recipients against Medicaid providers. Also, the Medicaid Unit is responsible for Medicaid provider compliance investigations including overpayments, denial of enrollments and program sanctions. The Claims and Restitution Unit operates and manages the Claims Accounting Restitution System (CARS). The CARS system tracks the establishment and collection efforts in all claims in the public assistance programs administered by DSS. This unit processes in excess of 40,000 recoupments and

100,000 hot line and mail requests annually. The General Assignment Unit conducts criminal, personnel and internal investigations; investigates allegations of discrimination and civil rights violations; locates persons owing monies to DSS, as well as other state agencies, identifies their resources, initiates collection actions, monitors payments and takes appropriate action on delinquent accounts; conducts background investigations and associated research in support of DSS investigations, as well as background checks on prospective DSS employees.

Missouri's State Technical Assistance Team (STAT) has evolved from implementing Missouri's Child Fatality Review Program (CFRP) in 1992 to providing comprehensive integrated services to the entire child protection community. From data collection and interpretation, to prevention facilitation, training and complex criminal investigations, STAT provides support and expertise to professionals responsible for the protection of children at risk.

Division of Child Support Enforcement

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Missouri's Child Support Enforcement Program began in 1977 under an executive order, and on August 15, 1986, the Division of Child Support Enforcement (DCSE) was created by statute. DCSE has the responsibility for operating the Child Support Enforcement Program pursuant to Title IV-D of the federal Social Security Act (originally adopted as P.L. 93-647) and Chapter 454 of the Revised Statutes of Missouri (RSMo).

General responsibilities

DCSE's responsibilities include locating parents, establishing paternity, establishing child and medical support orders, monitoring and enforcing compliance with child and medical support orders, reviewing and modifying support orders and distributing support collections.

DCSE's customers come from several sources. When a custodial parent receives public assistance, Division of Family Services (DFS) staff make a referral to DCSE and provide appropriate forms and relevant information. DCSE collects child support on behalf of families receiving public assistance not only to eliminate their dependence on assistance programs, but also to reimburse the state for the benefits provided to these families.

In addition, individuals not receiving public assistance benefits may apply for DCSE's servic-



GARY BAILEY
Director, Division of Child
Support Enforcement

es. To request an application, they may contact any DCSE office or call DCSE's toll-free number.

Organization

The program is administered from DCSE's central office located in Jefferson City. Central office staff provide support functions with the bulk of the division's responsibilities carried out in twenty-two field offices across the state. One of the field offices pursues support for children who live in other states but whose noncustodial parents live in Missouri. This office is the central registry for all incoming interstate referrals.

The field offices are comprised of supervisory, investigative, clerical and legal staff. In addition, local prosecuting attorneys and circuit court clerks assist the division with its child support responsibilities. The majority of prosecutors in Missouri provide legal support (e.g., the filing of paternity actions, criminal nonsupport and enforcement actions) for cases DCSE staff refer to them. Circuit court clerks support DCSE staff by filing legal documents and providing copies of documents already on file.

Pursuant to Section 454.530, RSMo, DCSE operates the state disbursement unit known as the Family Support Payment Center. The Family Support Payment Center, located in Jefferson City, receives and disburses support on behalf of families. The Family Support Payment Center forwards to the state, collections received for families receiving public assistance. When a family is not receiving public assistance, the Family Support Payment Center sends payments directly to the family. DCSE collected \$446 million in state fiscal year 2002.

Funding

Federal funds, available under the Social Security Act, assist state and local jurisdictions in financing the costs of program operations. Currently, the federal matching rate is 66 percent. In addition to federal funds, the state is entitled to

retain approximately 34 percent of the collections it receives for families who receive public assistance.

All counties that have entered into a cooperative agreement with DCSE receive reimbursement for their child support activities, as provided by state and federal law. Generally, counties are reimbursed at the 66 percent rate for personnel and operating expenses. DCSE also assists the counties by passing through to the counties the federal incentives it earns.

Location

The first step in the case-processing sequence is locating the noncustodial parent. Often, the custodial parent provides sufficient information to allow DCSE staff to locate the noncustodial parent and his or her place of employment. If the noncustodial parent's location is unknown, DCSE may use a number of resources to find that parent.

Section 454.440, RSMo, requires other agencies, as well as private entities, to cooperate with DCSE for the purpose of locating and determining financial resources of a parent.

Section 285.300, RSMo, requires all Missouri employers to report newly hired employees to the Department of Revenue (DOR). DOR forwards the information to DCSE. This law helps ensure that DCSE has the most current employment information available on noncustodial parents who owe child support.

DCSE also commonly queries and conducts data matches with databases maintained by other state and federal agencies to obtain location, income and asset information. The Expanded Federal Parent Locator Services, a computerized national network, provides DCSE with Social Security numbers, addresses, employer and wage information for noncustodial parents.

Establishment

Before DCSE can establish a support order, a legal relationship must exist between the child and the noncustodial parent.

Pursuant to Section 210.822.1(1), RSMo, when a child is born during a marriage, the husband is presumed to be the child's natural father. If a child was born out of wedlock, paternity can be established if the parents complete a voluntary paternity acknowledgment pursuant to Section 210.823, RSMo. If either the mother or alleged father requests a genetic test to determine paternity, DCSE will arrange for the necessary test. If necessary, DCSE may enter an order requiring that the child, the mother or an alleged father submit to a genetic test for the purpose of determining paternity. A person who fails to com-

ply with such an order is subject to civil contempt and/or license suspension actions. If the genetic test shows there is a 98 percent or greater probability that an alleged father is the child's biological father, a presumption of paternity is established pursuant to Section 210.822.1(4).

Once the father-child relationship is established, DCSE attempts to establish a support order under the authority of Chapter 454, RSMo. DCSE staff serve the parents with a notice of intent to establish an ongoing support order, which may include both child support and medical support. If a child receives public assistance, DCSE may, in addition to establishing an ongoing support order, attempt to recoup public assistance benefits paid on the child's behalf prior to the date of the notice. The amount of public assistance benefits to be recouped is based on the noncustodial parent's ability to pay child support. Upon receipt of the notice, the parents have the opportunity to discuss the terms of the proposed order with DCSE staff or request an administrative hearing to contest the terms. Depending on the parents' response, the director will enter a consent order or a default order, or staff will refer the case to an administrative hearing officer for a hearing. The hearing officer will render a decision on the support issue. DCSE files its administrative orders with the circuit court, at which time they have the full force and effect of an order signed by a judge.

When administrative procedures are inappropriate, DCSE staff refer cases to the appropriate prosecuting attorney. The prosecuting attorney may use the judicial process to determine paternity and obtain a support order.

Enforcement

When a judicial or administrative order is established, DCSE staff monitor the noncustodial parent's compliance and take appropriate enforcement action if he or she does not comply. DCSE has a number of enforcement actions at its disposal, many of which can be initiated without a court's involvement. Such administrative actions include income withholding, real and personal property liens, state and federal income tax refund interceptions, unemployment compensation and workers' compensation benefits interceptions, license suspension and referrals to consumer reporting agencies. When administrative procedures are inappropriate, DCSE staff refer cases to prosecuting attorneys for the filing of civil or criminal actions.

Review and Modification

Family and financial circumstances change over time. To ensure child support awards are in line with changing circumstances, DCSE con-

ducts periodic reviews of child support orders in accordance with Section 454.400, RSMo. On non-assistance cases, DCSE only conducts reviews if requested. On a public assistance or Medicaid-only case, DCSE either initiates a review on its own or at either parent's request.

When conducting a review of an order that is three years old or older, DCSE will modify the order if the amount in the current order differs by 20 percent or more from the amount that would be awarded in accordance with Supreme Court Rule 88.01. DCSE will conduct a review of an order that is less than three years old if the party requesting the review shows a substantial change in circumstances has occurred.

DCSE initiates a modification of an administrative order by serving a motion for modification upon the parents. The parents have the right to an administrative hearing if a consent agreement cannot be reached. When modifying child support orders established by a court (e.g., child support awards established as part of a dissolution of marriage), DCSE serves the parents with a motion to modify pursuant to Section 454.496, RSMo. The parents may consent to the new child support amount, request an administrative hearing or default by not responding to the motion. An administrative order modifying a judicial order must be filed with and approved by the court that entered the original order before it becomes effective. The judge can approve the order or set the matter for trial *de novo*. DCSE, at its discretion, may also use the judicial process to modify a judicial order.

Parents' Fair Share

Parents' Fair Share is a noncustodial parent program that helps participants gain self-sufficiency. The program includes assessments and referrals for educational, employment needs and supportive services through a network of community resources.

Division of Family Services

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The Division of Family Services (DFS) was established in 1974. The division is responsible for the administration of these programs and services: temporary assistance (TA), formerly AFDC; direct client support; child care subsidy; children's services (adoption, child abuse/neglect, foster care, licensing of child placing facilities, preventive services, residential treatment, family-centered services, intensive in-home services, domestic violence, interstate placement of children, independent living and oth-



DENISE CROSS
Director
Division of Family Services

ers); commodities distribution; food stamps; Community Services Block Grant; general relief; low-income home energy assistance; refugee assistance; rehabilitation services to the blind and the visually impaired; medical assistance; supplemental nursing care, and MC+.

Administrative Structure

The Division of Family Services is administered by a director appointed by the director of the Department of Social Services. The division maintains an office in each county and in St. Louis.

Public Assistance Programs

The determination of an individual's financial need is basic to the granting of TANF, child care subsidy, food stamps, blind pension, general relief, supplemental aid to the blind, medical assistance, nursing care benefits and MC+. The division has a legal requirement to consider all facts and circumstances in determining eligibility for public assistance, including the applicants' earning capacity, income and resources from whatever source received. The amount of benefits, when added to all other income, resources, support and maintenance, shall provide such person with reasonable subsistence. If the applicant is not found to be in need, assistance is denied.

In order to administer this provision equitably, the division has established a consolidated standard expense for each person included in the budget and for each item judged to be a necessary expense. Available income is deducted from this total and the difference represents the amount the individual is eligible to receive.

The federal Social Security Amendments of 1972 provided that the adult assistance programs of old age assistance, permanent and total disability and aid to the blind be taken over by the Social Security Administration on January 1, 1974. The primary intent was to make a nation-

wide, uniform minimum payment to eligible adults and the handicapped. The law further provided that any state may or, in some instances, must supplement federal payments. The division administers this state supplementation program in Missouri.

Temporary Assistance

Temporary Assistance makes cash grants on behalf of needy children who have been deprived of parental support and who are living in homes maintained by parents or close relatives. This program provides temporary financial assistance for a period of time, up to five years, while the adult transitions to self-sufficiency.

The program provides education, skill training, community work experience and employment assistance to prepare individuals for employment enabling children to be cared for in their own homes. Each participant is screened to obtain the individual's work and educational background, supportive service needs, and employment goals. The participant signs a self-sufficiency pact outlining activities necessary to meet their employment goals. The participant is referred to education, training or job search activities consistent with employment goals. Additional services to support the individual transitioning to work may include case management, childcare payments, transportation allowances and work-related expense payments.

During FY02, a total of \$140 million was paid to Temporary Assistance families, \$20 million in state funds and \$120 million in federal funds. There was a monthly average of 48,992 families, involving 131,291 persons, received payments which average \$236 per family.

Grandparents as Foster Parents

The Grandparents As Foster Parents program is administered under the temporary assistance program. It provides case assistance and other benefits and services to grandparents or other relatives who have either applied for or obtained legal guardianship or legal custody of their related child(ren) under the age of 18 if providing the assistance would help to maintain the child(ren) in a permanent home. Payments are provided at 75% of those provided for unrelated licensed foster parents. In FY02, an average of 1,371 families with 2,472 children received payments under this program. The average payment per child was \$205.

Child care subsidy

The child care subsidy program provides families with financial assistance in meeting child care expenses, enabling adults to work, attend school or participate in job training pro-

grams. The program also has provisions for care due to a parent's medical incapacitation or a child's special needs. Eligibility is based on income and the need for care. Parents pay a sliding fee.

Approximately 47,000 children were served in FY02.

MC+

The MC+ program provides healthcare coverage to children under 19, parents, and pregnant women. Family income is compared to the applicable percentage of the federal poverty guidelines. The applicable income limit is dependent on age of the children and the individual's insurance status. MC+ is funded by Medicaid and the Children's Health Insurance Program (CHIP). In FY02, the program provided coverage to 487,497 children, 14,388 pregnant women and 164,117 parents.

The division also oversees an expanded MC+ program which provides health insurance coverage for eligible uninsured low-income children and parents. Authority for this program is through a waiver of Section 1115 of the Social Security Act and SB 632, signed into law June 1998. This waiver initiative builds on the original MC+ program by focusing on uninsured children and parents leaving welfare for work. The MC+ for Kids program is funded in part by the new federal children's health initiative program from the Balanced Budget Act.

General Relief

The division is also responsible for administering the state's general relief program which provides aid or public relief to unemployable persons. Eligibility for this assistance is dependent upon need and is determined basically in the same manner as are other programs. Most of the payments are made by check to recipients. The maximum monthly payment is \$70 a person.

A total of \$6.3 million was appropriated for FY02 from state funds for this program; approximately \$5,550,000 from state funds and \$740,000 from federal funds. The General Assembly appropriated \$17.1 million from the blind pension fund for payments during FY02.

Supplemental Aid to the Blind and Blind Pension

The division administers two separate programs for the blind: the supplemental aid to the blind (SAB) program and the state-financed blind pension (BP) program. Under the SAB program, the amount of the monthly grant is \$390 minus any supplemental security income (SSI) payment received; under the BP program, a flat monthly

payment of \$390 per person is made. The programs differ slightly in eligibility requirements. Funds are provided from a Missouri constitutionally established blind pension fund with no matching federal funds.

The General Assembly appropriated \$17.1 million from the blind pension fund for payments during FY02.

Supplemental Nursing Care

The supplemental nursing care program in Missouri provides medical services to persons who meet requirements in accordance with standards developed by the division. Certain adults, who are medically eligible and who reside in licensed skilled nursing facilities or intermediate care facilities, may receive monthly cash benefits of up to a maximum of \$390. If they live in a licensed residential care facility, they may be eligible for monthly cash benefits of up to \$292; or if in a licensed boarding home, they may receive monthly cash benefits of up to \$156. In addition, certain other claimants living in or planning to enter licensed skilled nursing homes may be eligible for payments made for their care.

Persons eligible for these cash payments may also qualify to receive a personal needs allowance of \$25 per month unless such needs are met by the Department of Mental Health.

The General Assembly appropriated \$25.5 million for FY02 from state funds for the supplemental nursing care program.

Medical Assistance

The medical assistance program provides medical services for aged, blind or disabled individuals whose income and resources fail to meet medical needs. An individual must have limited resources. Income is compared to 80% of the federal poverty level. Persons whose income is below this maximum would receive the medical services covered by Missouri. Persons with income above the maximum may gain eligibility for medical services by incurring medical expenses equal to the amount of income which exceeds 80% of the federal poverty level.

In FY02, an average of 150,377 persons per month were eligible to receive medical services under this program.

Food Stamp and Food Distribution Programs

The food stamp program is designed to help low-income families increase their purchasing power for buying food for their families. Depending upon the adjusted income and the number of persons in the household, a family

receives a monthly benefit amount. The division is responsible for determining the eligibility of food stamp applicants according to guidelines established by the U.S. Department of Agriculture. Applicants for food stamps are served by county family services offices. During federal FY02, \$463 million in food stamp benefits were issued to 215,351 households.

The division also administers a number of food distribution programs and has continued involvement in supplying U.S. Department of Agriculture donated foods to summer camps, temporary emergency food assistance programs, charitable institutions and residential child care institutions.

Low Income Home Energy Assistance Program (LIHEAP)

The low income home energy assistance program is a federally funded program established in April 1980 with enactment of the Crude Oil Windfall Profits Tax Act. Eligibility for assistance is based on household income and the number of persons residing in the household. Benefit amounts vary based on income, family size, type of fuel utilized as a primary source of home heating and the geographic area of the state in which the program recipient resides. Payments made either to the individual's home heating supplier or directly to the individual are intended to assist him or her in purchasing home heating fuels during the period of November through March of each year.

Community Services Block Grant Program

The community services block grant (CSBG) program is a federally funded program implemented in October 1981 pursuant to enactment of the Community Services Block Grant Act. The CSBG makes funds available to impact causes of six poverty conditions: unemployment, inadequate housing, inadequate education, malnutrition, poor use of income and unmet emergency needs. The program provides for a flexible local partnership of elected public officials, business and civic interests and low-income citizens. The partnership identifies and implements programs within the general areas of community coordination/resource development and family development. CSBG programs are usually operated locally by community action agencies and serve individuals whose family income falls within the official federal poverty guideline.

Children's Services Program

Children's services are provided under federal and state laws to help each eligible child and

family attain and maintain a maximum level of personal and social functioning.

The division has a legal mandate to provide services in three areas: child abuse and neglect investigations and family assessments; treatment services to children and families; and licensing activities for child placing agencies.

Child Abuse and Neglect Investigations

The division has responsibility for receiving reports of alleged child abuse or neglect. Upon receipt of a report of alleged abuse or neglect, the division requires that an investigation of the incident be initiated within 24 hours, the primary purpose being to protect the child. Protection of the child may include temporary removal of him or her from the home. The goals of the child abuse and neglect investigation are to assess risk, protect the child from harm, determine if child abuse or neglect occurred as alleged and provide services to the family. The division can replace the investigation process with a family assessment.

Family-centered Services

Treatment services, referred to as family-centered services, are provided in a preventive and protective capacity. These case management services are provided in a protective capacity to families when a "probable cause" determination was made during a child abuse/neglect (CA/N) investigation. Family-centered services provided in a preventive capacity are contingent on the family's willingness to accept services. Services are also offered when an unsubstantiated CA/N investigation or a family assessment detects family problems and such services might prevent abuse or neglect. Families may also receive preventive treatment services due to self-referrals. Services may be provided directly by the DFS social worker and/or purchased on behalf of the family.

The overriding goal of family-centered services is to prevent child abuse or neglect and the possible removal of the children from the home by stabilizing the family and improving family functioning.

Intensive in-home services (family preservation services) is a short-term crisis intervention service aimed at stabilizing the crises which put children at imminent risk of being removed from their homes. Intensive in-home specialists serving small case loads are available to the family 24 hours a day for a period of up to six weeks. The goal of the service is to prevent children from being placed in alternative care, while ensuring that the children are safe in their own home.

Additionally, federal law mandates the provision of services to children and to families or children in alternative care. Such services are directed toward either returning the child to his or her natural parent(s) or placing the child in an alternative permanent setting. The goals of these services are to: prevent further child abuse or neglect; correct family factors which could lead to further child abuse or neglect; and reunite children separated from their families or, when that is not possible, to obtain permanent homes for children through adoption or guardianship.

To achieve its goals, the division employs children's service workers to provide services to eligible children and families. These services are provided through two major components: direct services and purchased services.

Direct Services

The major components of the direct service program are detection, treatment and prevention of child abuse or neglect.

Under the provisions of the Child Abuse and Neglect Law (Sections 210.110, 210.167, RSMo), a "child" is any person under 18 years of age; "abuse" includes both actual and threatened physical injury, sexual or emotional abuse inflicted on a child other than by accidental means by those responsible for his care, custody and control, except that discipline including spanking, administered in a reasonable manner, shall not be construed to be abuse; "neglect" is failure to provide, by those responsible for the care, custody and control of the child, the proper or necessary support, education as required by law, or medical, surgical or any other care necessary for the child's well-being; and "persons responsible for the care, custody and control of the child" include but are not limited to the parents or guardian of a child, other members of the child's household or those persons exercising supervision over a child for any part of a 24-hour day.

Two categories of reporters of child abuse or neglect are established in the law: mandated and permissive. Mandated reporters include physicians, medical examiners, coroners, dentists, chiropractors, optometrists, podiatrists, residents, interns, nurses, hospital and clinic personnel and other health practitioners, psychologists, mental health professionals, social workers, day care center workers or other child care workers, juvenile officers, probation or parole officers, teachers, principals or other school officials, Christian Science practitioners, peace officers or law enforcement officials or other persons with responsibility for the care of children. Permissive reporters are others who may report when they have reasonable cause to suspect that

a child has been or may be subjected to abuse or neglect or who observes a child being subjected to circumstances which would reasonably result in abuse or neglect.

All reporting is done to the central office of the division, which is required to provide toll-free statewide telephone service for reporting purposes (1-800-392-3738). The division is responsible for making investigations or family assessments of all reports and for offering protective services on a multidisciplinary basis in cooperation with the juvenile court and other public and private agencies.

DFS staff provide direct services when utilizing the family-centered services case management model with families in treatment and families whose children are in alternative care settings. The DFS social workers work with the families in assessing service needs and case planning. Actual service delivery may be provided by DFS staff, may be purchased or both.

Alternative care services (Family-centered Out-of-Home Services) are provided to children who are determined by the juvenile court to need care in a setting other than their biological family home. These children participate in a statewide services program which is designed to provide substitute family care or nonfamilial group care. Any one of three types of licensed settings provides alternative care: foster family homes, group facilities and residential treatment facilities. Transitional Living Services and Independent Living may also be utilized for older youth who may not return home and for whom adoption or guardianship is not deemed appropriate.

Child safety and permanency for children is the overriding goal of all services and integrates the principles of permanency planning; reuniting the child with the biological family; and, when this is not possible, finding other permanent family relationships for children.

Families who wish to adopt children who are unable to reunite with the biological family may, in some instances, receive an adoption subsidy payment. This is a statewide program developed to provide financial benefits in the form of a subsidy to encourage potential adoptive parents to adopt and to finance the cost of adopting "special needs" children. Adoption subsidy may be used for any child in adoptive placement who is determined to be a "special needs" child because of a handicapping condition, racial or ethnic minority status, age, social maladjustment or membership in a sibling group.

Purchased Services

Purchased services are available to individuals and families who are receiving family-cen-

tered services or in efforts to recruit and maintain resources for permanency. These services are usually provided as a result of a "probable cause" child abuse/neglect report but may also be authorized for children in alternative care, children in adoptive placements and family members receiving preventive treatment services or foster and adoptive services. Purchased services are provided through contracts with both public and private community agencies and play a major role in extending services throughout the state.

Licensing Program

The division inspects and licenses foster care facilities, residential care facilities and child placing agencies. In addition, the licensing staff monitors licensed facilities to assure that the facilities maintain requisite standards, conducts public education programs and consults with facility personnel in the development and implementation of services to the children being served, and residential program development.

Blind and Visually Impaired Services Program

The Rehabilitation Services for the Blind administers six service programs to blind and visually impaired persons: vocational rehabilitation, prevention of blindness, independent living rehabilitation to adults, Older Blind Services, children services, and the Blind Enterprise Program (BEP). Older Blind Services (OBS) assist blind and visually impaired seniors over age 55 to function independently and remain in their homes and communities.

Vocational rehabilitation services are supported by both federal and state funds. Services include diagnosis and evaluation, counseling and guidance, physical and mental restoration, college and other types of vocational training, rehabilitation engineering, job development and job placement and services after employment when needed. All vocational rehabilitation services, some of which are conditional upon financial need of the individual, are to enable a person with visual disabilities to obtain or retain suitable employment.

Prevention of blindness services are funded with state funds. Services are for the purpose of early detection of eye disease that may lead to blindness and, when indicated, providing treatment to eligible persons in order to prevent visual loss. Services include diagnostic examinations, surgery, hospitalization, glasses, prostheses and certain medications that are not available through other sources. Outreach vision screening clinics are conducted in conjunction with schools of ophthalmology in Missouri. The

prevention of blindness program conducts glaucoma screening clinics throughout the state. All services, except those available at outreach vision screening and glaucoma screening clinics, are conditional upon the financial need of the individual.

Independent living rehabilitation services for adults are supported by both federal and state funds. Services, many of which are provided to a blind or visually impaired person in his or her home, are for the purpose of enabling that person to function independently in the home and community. Services, some of which are conditional upon financial need of the individual, include diagnosis and evaluation, adjustment to blindness services, alternative techniques in the areas of daily living activities, physical restoration, home-making, communication and orientation to and travel within the home and community.

Independent living rehabilitation services for blind and visually impaired children are supported by both federal and state funds. Services include counseling to the parents of the child, Parents: Families Supportive Services, consultation in development and readiness skills that the child will need in order to enter and succeed in an appropriate educational setting and referral to community resources.

The federal/state Randolph-Sheppard Blind Enterprise Program provides employment opportunities for legally blind persons who have participated in special training and are licensed by the division to manage a vending facility. Located in federal, state and private industry and in rest areas along the interstate highway system, vending facilities range from full food service cafeterias to banks of vending machines.

Rehabilitation Services for the Blind offices are located in Jefferson City, Kansas City, St. Louis, Sikeston and Springfield.

Division of Medical Services

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The Division of Medical Services (DMS) was established as a division in 1985. DMS administers the Missouri Medicaid program as authorized through Title XIX of the federal Social Security Act and through state legislation enacted in 1967.

The Division of Medical Services is administered by a director appointed by the director of the Department of Social Services. The division receives professional and technical consultation from a medical care advisory committee and designated subcommittees representing the major disciplines participating in the program. The



CHRISTINE RACKERS
Director
Division of Medical Services

advisory committee consists of 20 members including the chairs of the Senate Committee on Public Health and Welfare and the House of Representatives Committee on Social Services and Medicaid, a minority member of each committee, no fewer than three physicians licensed to practice in the state, and the director of the Department of Health and Senior Services. Other members of the committee include persons who are active Medicaid providers, representatives of other health professions and representatives of consumer advocacy and recipient interests.

Missouri Medicaid Program

The Missouri Medicaid program provides medical services to eligible beneficiaries within defined program benefits in somewhat the same way insurance companies provide coverage for their policyholders.

The services provided include those required by the federal government such as hospital and physician services. Also included are optional services such as pharmaceutical and personal care services authorized by the Missouri General Assembly and identified in Section 208.152 of the Missouri Statutes.

The Division of Medical Services administers a mandatory Medicaid managed care program called MC+ managed care for eligible recipients in the eastern, central and western areas of the state. Children, pregnant women, TANF families and children in state custody receive their medical care through managed care organizations, allowing the state to ensure access to health care and control costs at the same time.

The division also oversees an expanded MC+ program which provides health insurance coverage for eligible uninsured low-income children and parents. Authority for this program is through a waiver of Section 1115 of the Social Security Act and SB 632, signed into law June 1998, and reauthorization in 2002. This waiver initiative builds on the original MC+ program by

focusing on uninsured children and parents leaving welfare for work.

Medicaid has included specialized services for specific populations within the state by receiving waiver authority from the federal government. Home and community-based waivers for the elderly, certain mentally retarded, developmentally disabled beneficiaries as well as patients with AIDS were obtained and allow the state Medicaid program to pay for otherwise non-covered home care as an alternative to more expensive institutional care. These services are restricted to those beneficiaries who would otherwise require, and whose home care is no more expensive than, institutionalization.

The Medicaid program is jointly funded by state and federal funds. The division's fiscal year 2003 appropriation of over \$4.2 billion includes \$1.5 billion in state funds and \$2.7 billion in federal monies.

Division of Youth Services

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The Omnibus Reorganization Act of 1974 created the Division of Youth Services and placed it within the Department of Social Services.

General Responsibilities

Youth judged to be delinquent and in need of rehabilitation and education are committed to the division by the state's juvenile (circuit) courts until approved for return to the community under supervision or discharged.

The division provides an array of services, including institutional care, community-based services, nonresidential services and aftercare supervision. Chapter 219, RSMo outlines the division's responsibility to include prevention of delinquency, incentive subsidy to juvenile courts, consultative and information services to non-DYS agencies upon request and technical assistance to local communities.

Organization

The division is administered by the director who is appointed by the director of the Department of Social Services. The division operates institutions throughout the state, as well as community facilities consisting of group homes, park camps, specialized residential programs and nonresidential community-based programs as well as a case management system. Five regional administrators are responsible for the programs in their geographical areas. Central office



MARK D. STEWARD
Director
Division of Youth Services

personnel, together with the regional administrators, aid the director in planning for the agency as well as setting goals and objectives.

Goals and Objectives

The mission of the Division of Youth Services is to protect communities from juvenile offenders and to provide appropriate services to youth in the division's custody and their families. This balanced approach relies on community partnerships for the development and enhancement of services for the prevention of delinquency.

Methods of Treatment

The Division of Youth Services (DYS) forms a unique treatment environment. The youth centers provide highest structure for students in need, while group homes and park camps provide residential settings for youth who can adequately function with supervision in a community environment. Nonresidential services are provided to low-risk youth as a diversion to residential care and as a supplement to aftercare.

Case Management

A case management system has been developed to provide assessment, treatment planning, coordination of services, monitoring and evaluation of the services for youths and their family. A needs and risk assessment helps the case manager determine the most appropriate services for each youth. The assessment takes into account all pertinent factors involving the youth's delinquent history while identifying the general treatment needs.

Each division facility creates an environment which is designed to contribute to positive changes in the student's behavior and attitudes through the provision of group and individualized treatment services, recreation, academic and vocational training. The ultimate goal is to return each youth to his or her home community as a productive, responsible member of society.

Community-based Services

Focusing on more individualized services and delivering programs at the community level, the division has expanded its program design to be more community-based. The program components are:

Intensive Case Monitoring

This service is provided by employees who track a youth's behavior and activities. Trackers also provide support and counseling to the youth when needed. Great effort is made to ensure the matching of similar personalities and interests of youth and the tracker.

Day Treatment

This service provides a structured alternative educational program which includes traditional academic courses: GED classes; career planning; job placement; and community service supported by individual, group and family therapy.

Proctor Care

This specialized alternative living program places a youth in residence with a young adult proctor who serves as a role model.

Family Therapy

DYS family therapists provide counseling to adjudicated and non-adjudicated youth and their families. In addition, the family therapy unit accepts referrals from juvenile courts, child welfare agencies, mental health agencies, schools and other sources. DYS therapists also provide training to other state agency staff and court personnel.

Short-term Programs

Several short-term programs have been established statewide to prepare youth for re-entry into the community. These facilities provide residential-based programs to help youth move from traditional residential services into productive community living. Intensive family involvement is required and youth are expected to accomplish specific community goals before release.

Group Home Programs

Group homes provide the least restrictive residential environment. Staff provide 24-hour supervision in a home setting with a capacity for 10 youths. Youth follow a daily schedule with time allowed for interaction with the community (school, jobs and community projects) as well as treatment services within the facility (group,

individual and family counseling). Youth in this program can participate in public schools and vocational programs or attend on-site educational programs.

Residential Facilities

Twelve residential facilities provide a moderately structured environment for DYS youth. Three facilities are located at state parks and operated in conjunction with the Department of Natural Resources: Watkins Mill, Camp Avery and Babler Lodge. The remaining nine facilities are Delmina Woods, Fort Bellefontaine, Spanish Lake, Twin Rivers, Sears Youth Center, Sierra Osage, Waverly Youth Center, New Madrid Bend Youth Center, and Gentry Youth Center. The residential program targets youth who cannot function well in the community and require a more structured setting. Many of these youth have participated in repeat property offenses and require continuous structure to mature.

The program divides youth into groups of 10 with 24-hour staff supervision. A traditional school program is provided on-site by full time teachers offering basic education, GED programming and various remedial/special education activities.

Youth in the Watkins Mill, Camp Avery and Babler Lodge facilities spend a portion of their time working on projects to improve and maintain the park grounds.

Secure Care

For those youth who have a history of offenses and require a more structured setting, the division offers programs in secured facilities. Six highly structured, secure care programs provide on-site educational classes, vocational training and recreational activities. These programs target youth with longer offense records that may include crimes against people. The offenders tend to be older and may include youth who have been unsuccessful in community-based programs. Scheduled outings into the community serve the purpose of involving the youth in community-support projects. Secure care programs use a group-treatment approach with individual and family centered services. The educational program contains the broadly classified areas of basic, remedial, special and vocational education. Emphasis is placed on the acquisition of knowledge and skills that will meet the practical needs of each student.

An individual education plan, including both youth goals and staff strategies, is developed for each youth. Parents are encouraged to attend these planning meetings.

Dual Jurisdiction

The division also operates a secure care program in Montgomery City which serves youth sentenced under the dual jurisdiction provisions in Chapter 211.073, RSMo. This alternative sentencing provision allows certified youth to receive an adult and juvenile sentence with a suspended execution of the adult sentence. Treatment and educational services are provided to youth whose length of stay is significantly longer than that of other DYS students.

Aftercare

When youth are ready to return to their community, the division provides services to help them make the smooth transition. Virtually all youth under the DYS care enter the aftercare program upon their return to the community. An assigned case manager ensures support services are provided to help each youth enter and readjust to community living. Support may be of a referral, supervisory or counseling nature. The primary goal of aftercare is to provide supervision and resources to youth to assist them in making a satisfactory community adjustment. This is defined as a youth being able to function in the community without becoming involved in delinquent behavior that could lead the youth into court.

Division of Youth Services Advisory Board

Established in 1974, the Division of Youth Services Advisory Board is charged with the responsibility to advise the director, the legislature and the general public on all matters pertaining to the operation of the division. The 15-member board consists of citizens from across the state who are dedicated to the prevention of delinquency and the containment and rehabilitation of juvenile offenders.

Kehm, Judge Dennis J., chair, Hillsboro;

Neff, Thelma, vice chair, Springfield;

Barr, Sue Parrish, Sedalia;

Eggebrecht, Barbara, St. Louis;

Gant, Judge Jack E., Independence;

Higgins, Judge Andrew Jackson, Jefferson City;

Johnson, Herman A., Kansas City;

Noelker, Timothy, St. Louis;

Patterson, Peggy, Kansas City;

Richardson, James W., St. Louis;

Sant, Almira, St. Louis;

Smith, William B., Monticello;

Stein, Cindy S., Springfield.

*Personnel, Department of Social Services: Page
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